
Complaint about damaged sidewalk is called in. The complaint can be from 311 call, Mayor's office, individual or other.

New case related to the complaint is created.


Inspector visits site and assesses sidewalk damage
[click to see doc]

If sidewalk damage is a safety concern

Sent to maintenance for repair

Inspector decides who is responsible for repairing sidewalk.


Violation notice issued to Property Owner
[click to see doc]


Property owner has 5 days to appeal to DOT

Complaint is added into reconstruction section of CSR.

A

City Responsibility
Complaint is added into reconstruction section of CSR.

A


Inspector meets w/ Property Owner

Either

Inspector modifies violation notice

No changes made to violation notice

Inspector cancels violation notice

End

If Property Owner is

Owner can dispute findings with Board of Municipal & Zoning Appeals

C

Sidewalks / Footways
Sidewalk Replacement
Flowchart

